Foundations for Direct Support Professionals
INFORMATION

Deadline for completion of the requirements within the attached application is August 7, 2009.

Any questions, as well as completed applications, should be directed to Marcy Thompson mlthomp@indiana.edu, 812-855-6508. Chosen agencies will receive free ongoing support and training throughout the process of implementing *Foundations,* the orientation for Direct Support Professionals (DSPs).

Overall goals of the project are to:

➔ Build basic competencies across Indiana for Direct Support Professionals.

➔ Facilitate ongoing alignment of the Direct Support Professional Development with the National Alliance for Direct Support Professionals competencies and credentialing levels http://www.nadsp.org/credentialing/.

➔ Ensure trainer competencies within each agency by providing Train-the-Trainer Training (T^3) and ongoing mentoring as Foundations is implemented by the agency.

➔ Facilitate the development of a collaborative Trainers Network across Indiana.

The format of the training is as follows:

➔ Online T^3, for the purpose of gaining baseline knowledge, will be completed prior to the training date

➔ A two-day face-to-face T^3 skill acquisition session.

➔ Training sessions will occur in various locations across the state (see below for dates and locations).

Major components of the training include:

➔ T^3 Curriculum (online and face-to-face) focuses on improving your skills as a trainer and engaging your audience.

➔ Foundations Curriculum is an orientation for direct support professionals with topic areas that include: DSP Professionalization, Prevention of Abuse and Neglect, Person-Centered Supports, Health and Safety and Communication.

Agencies selected for participation in Foundations for DSPs will:

➔ Identify **2 trainers at your agency** who can make a commitment to participate in the train-the-trainer training sessions. The agency's lead trainer is required to attend, and a back up for this trainer should be present as well. Having a back up will assure that there will be a trainer at the agency who is competent in Foundations and T^3. Trainers will also have to commit to training and mentoring other trainers in their agency, while they are offered ongoing mentoring and support. These trainers will also need to be willing to work with the Trainers Network and attend annual update trainings.

➔ Commit to implementing Foundations fully in your agency by training all direct support professionals and tracking their progress. This will require use of the Direct Support Professional Registry and Database for tracking DSPs Foundations training completion. (See http://www.iidc.indiana.edu/Training/foundations/)

➔ Provide administrative and fiscal support so that trainers can attend training sessions and engage in ongoing mentoring. Since the training is in various locations, there may be costs associated with travel and lodging.

➔ Fill out pre and post training forms to assess the impact of the training. Evaluation is critical to the process to ensure that we are continually working to make the training more effective.

➔ Connect with other trainers across Indiana to share resources and best practices as a part of the ongoing investment in the Trainers Network.

➔ Fully commit to change in your organization by embracing opportunities for the empowerment of DSPs. As with any change, this exercise will require a significant amount of energy, time, passion and creativity. Commitment from the agencies executive director, board and management are essential.

➔ Provide turnover and vacancy rate information at the beginning of the project and provide baseline and outcome data on any intervention implemented as part of the project. Initially by completing the survey in the application packet and then if selected as a participating organization by providing additional data that breaks down turnover and vacancy rates by service type (e.g. community vs. non-community; residential vs. vocational) in an effort to demonstrate the effectiveness of this initiative.

➔ Use the enhanced DSP training and professional development to further your organization's efforts and commitment toward improving individual choice and self-determination.

Here is what you can expect from CCLC and Outreach Services of Indiana:

➔ Extensive training in training trainers and in the content of Foundations. Certification as a trainer through the Indiana Trainers Network is free of cost after the completion of T^3.

➔ A comprehensive competency-based training module, Foundations, which can be used in your agency free of cost.

➔ Access to mentors and training resources (see below for mentoring process and timeline) and ongoing support to your agency at no cost.

➔ Ongoing opportunities to provide input in a statewide plan to address direct support workforce issues in Indiana.

➔ Ongoing opportunities to share information about working intervention strategies to improve recruitment and retention of direct support professionals.

➔ Potential benefits to be derived:

■ A potential for less turnover and a higher retention rate among DSPs *

■ Goals of DSP Program:

• Improve quality of DSP

• Develop a career ladder for DSP

• Reduce turnover of DSP

• Enhance recruitment of DSP

• Training curriculums for all staff

• Use consistent curriculum

• Coordinate training efficiently

• Provide support to the providers to train DSP

• Provide incentives to DSP

• Choice to earn paid college credits

• Improve staff skills

• Enhance mobility of staff

• Potential to have staff pre-trained and certified

* Current participating agencies have anecdotally reported a higher retention rate among DSPs following the implementation of Foundations. Data collection is currently under way to measure this outcome.

Foundations Implementation Timeline

DSPD Application goes out to providers	Proposals turned in for review	Review period	Notification to agencies	Train-the-Trainer implementation	Lead Trainers have trained the trainers responsible for foundations at their agency	Main trainers are being supported by mentors while supporting and observing their trainers	Trainers are certified to begin training DSPs in Foundations
7/16/09	8/7/09	8/7- 8/13/09	8/14/09	8/20-8/21/09 Kokomo 9/17-9/18/09 Fishers 10/27-10/28/09 Mitchell	12/31/09	August 2009 thru February 2010	2/15/10

Train-the-Trainer Training (T^3) Definition:

This free, comprehensive opportunity was developed to assist the individuals charged with training the staff who will work for your organization. The program includes discussion and exploration of:

➔ training theory, philosophy, and techniques

➔ the 'do's' and 'don'ts' of good training

➔ the means to engage the learner and to prepare for and deliver the presentation

➔ the importance of evaluation and follow up after training

Learning Objectives:

➔ Learner will understand basic training concepts

➔ Learner will recognize advantages of working with a co-trainer with disabilities

➔ Learner will understand differences in adult learners

➔ Learner will become familiar with instructional techniques

➔ Learner will be prepared to engage others

➔ Learner will understand how to best prepare for and deliver a presentation

➔ Learner will understand the purposes of and means to evaluate the training

➔ Learner will explore some means of follow up after the training

Mentoring Expectations and Timeline

Mentor to attend initial T3 training with Mentee to develop rapport and share contact information and preferred mode of communication	Mentor to schedule follow up with mentee at initial T3 training	Mentor to assess needs at first follow up meeting and schedule next follow up meeting	Mentor and Mentee to participate in monthly trainers phone conferences for ongoing problem solving and support	Mentor to Schedule on-site visit to observe the Mentee as they are training and provide feedback to them	Mentoring continues with these methods until Mentor and Mentee have mutually agreed that support is no longer needed
August 20-21, 2009 Kokomo **September 17-18, 2009 Fishers** **October 27-28, 2009 Mitchell**	Follow up to be within 2 weeks of initial training	At first follow up	Last Thursday of every month at 3:00 p.m.	Within 2 months of initial T3 training	By March 2010

Organization Employer
Project Selection Criteria

- ❑ **Application deadline is August 7, 2009.**
- ❑ Eligible participants include:
  - ➔ Organizations that employ people to provide direct supports to individuals with developmental disabilities.
- ❑ Applicants must provide community supports to people with developmental disabilities.
  - ➔ For the purposes of this project, "community" means service settings where 8 or fewer people live, family or individual homes or community employment settings (including supported employment and work crews or enclaves of 8 or fewer people). Other types of services that are offered in community settings will also be considered (e.g., integrated recreation programs, employers of personal care assistants).
  - ➔ Organizations may provide congregate care services (e.g., 8+ person residential settings, congregate day programs and sheltered workshops) but a portion of their services must be provided in community settings.
- ❑ Applications will be considered from employers with all rates of turnover and vacancy.
- ❑ Consideration will be given to the geographic representation of organizations.
- ❑ Consideration will be given to the diversity of the applicant organization in terms of size and the scope of supports and services provided.

APPLICATION EVALUATION PROCEDURE

The Project has selected a group of representative personnel to evaluate applications using the criteria stated below.

The procedure for evaluating the applications against the evaluation criteria will be as follows:

- ❑ Each application will be evaluated for adherence to application requirements.
- ❑ Applications that are incomplete or otherwise do not conform to application submission requirements may be eliminated from consideration.
- ❑ Each application will be evaluated on the basis of the categories included below.
- ❑ A point score has been established for each category.

EVALUATION CRITERIA

Applications will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the project criteria. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 100).

Summary of Evaluation Criteria:

Criteria	Points
1. Comprehensive completion of application and expressed commitment to this project	30 points
2. Management Assessment/Quality (Business and Technical Proposal) ▪ Overall philosophy of the organization ▪ Creativity of proposal ▪ Strategies to meet outcomes ▪ Approach to data collection ▪ Overall quality of the proposal	50 points
3. Description of how individuals with disabilities, family members, and direct support professionals will be involved in organization level activities to address recruitment, retention and training efforts of DSP's.	20 points
Total	**100**

Foundations for Direct Support Professionals

APPLICATION

Participation in this process is offered statewide to all providers of services to individuals with developmental disabilities. The application packet must be received no later than **August 7, 2009.** Agencies selected will be contacted by August 14, 2009. If chosen, your agency will be one of the developmental disability provider agencies in Indiana that are awarded free T^3 and ongoing support to implement Foundations Orientation for Direct Support Professionals within your agency.

If you have any questions or additional needs, please contact:

Marcy Thompson
Center on Community Living and Careers
2853 East Tenth Street
Bloomington, IN 47408-2696
FAX: 812-855-9630
E-Mail: mlthomp@indiana.edu

Name of Agency/Organization	
Address(es) **(Please list all locations)**	
Phone Numbers	
Name and Contact Information of Main Trainer	

Contact Information for Participating Trainers

Name/Title	*E-mail address*	*Years Experience with Training*

Note: It is expected that the same participants will attend both days of training.

First Choice of date/location for training: _____

Second Choice date/location for training: _____

I understand the terms and conditions in this application and the accompanying supplemental information and invitation letter. I understand that it may not be possible to get my first or second choice for date and location of training, though consideration of choice will be given where possible. I understand that our agency's trainer will attend both face-to-face days of training.

_____   _____
Signature of Executive Director   Date

ORGANIZATION WORKFORCE OUTCOMES SURVEY

Date Survey Completed: _____

Organization Name: _____

Provide the following information for the *time period July 1, 2008 to June 30, 2009*

Organizations: Please report information for your entire organization. If your organization provides services in more than one state, include information only for Indiana. Please answer each question as accurately as possible. If a question is unclear, answer to the best of your knowledge and note the question or comment in the margin.

If you have questions, please contact Marcy Thompson, Center on Community Living and Careers, Indiana Institute on Disability and Community; mlthomp@indiana.edu , (812) 855-6508

Definitions

Direct Support Professionals (DSP): Employees whose primary responsibilities include providing support, training, supervision, and personal assistance to people with disabilities. At least 50% of a DSP's hours are spent in direct support tasks. DSP may perform some supervisory tasks, but the focus of his/her job is direct support work. Unless noted specifically, do not include workers whose position is only on-call (those who do not have any regularly scheduled hours).

Frontline Supervisors (FLS): Employees whose primary responsibility is the supervision of DSPs. While these individuals may perform direct support tasks, less than 50% of their time is spent in direct support roles.

Employer: An organization or individual/family that hires, supports and fires direct support professionals.

Organization: A for-profit or non-profit business that provides services to people with developmental disabilities in Indiana and employs direct support professionals.

A. *Organizational Characteristics*

1. How many people with developmental disabilities does this organization serve in Indiana? _____, *and of this total number, what percentage:*

    _____ % served in congregate settings (8+ persons in residential, sheltered work)

    _____ % served in community settings (family home, residence with less than 8 people, enclave, and supported employment)

2. How many different sites does this organization provide services to people with developmental disabilities? (List the number of each site type)
    a) _____ Agency sites (e.g., group homes; DTH locations)
    b) _____ Family or individual homes
    c) _____ Job sites (e.g., community jobs)
    d) _____ Other (specify): _____

3. Which of the following best describes this organization? (Check one)
    ❑ State-operated
    ❑ County-operated
    ❑ Private for profit
    ❑ Private nonprofit
    ❑ Family (private pay)
    ❑ Other (specify):_____

4. Year the organization began providing services to people with developmental disabilities _____

5. Does this organization provide community services in a state other than Indiana? (Check one)
    ❑ Yes
    ❑ No

6. What services are offered by this organization? (Check all that apply)
   a) _____ 24 hour residential supports and services (e.g., group home)
   b) _____ Less than 24 hour residential supports and services
       (e.g., semi-independent living services)
   c) _____ In-home supports (family or individual home)
   d) _____ Job, vocational, or day program services
   e) _____ Other (specify): _____

7. How many paid individuals did this organization employ as of June 30, 2008 in each of the following categories?
   a) _____ Direct Support Professionals (DSP)
   b) _____ Frontline Supervisors (FLS)
   c) _____ Administrators
   d) _____ Other

8. How many of the DSPs (listed in #7 above) are employed in the following categories at this organization?
   a) _____ Full-time DSPs
   b) _____ Part-time DSPs
   c) _____ On-call DSPs

9. How many hours *per week* must a DSP work to be considered full-time at this organization? _____

10. Which of the following describe the minimum level of education *required* for a DSP to be employed in this organization? (Check one)
    ❑ None
    ❑ GED or high school diploma
    ❑ Post-secondary education

11. What are the wages for DSPs at this organization?
    a) Average starting wage is $_____ per hour
    b) Average wage is $_____ per hour
    c) Highest current wage is $_____ per hour

12. Annual Salary for full-time Frontline Supervisors (FLS)
    a) Average starting salary   is $_____ per year
    b) Average salary is $_____ per year
    c) Highest current salary is $_____ per year

13. Including all shifts and sites, but excluding on-call employees, how many DSPs left this organization (for any reason) in the last 12 months? _____

14. Of the number listed in 13 above, how many of these DSPs left the organization within six (6) months or less of their hire date? _____

15. How many DSPs would this organization have to hire today to fill all funded but vacant positions? _____

16. Including all shifts and sites, how many Frontline Supervisors left this organization (for any reason) in the last 12 months? _____

17. How many Frontline Supervisors would this organization have to hire today to fill all funded but vacant positions? _____

B. *Paid Leave and Benefits*

18. How many hours per week must a DSP work to be eligible to earn paid leave time (e.g., sick days, holidays, or personal leave)?
    a) _____ Hours per week DSPs must work to be eligible (write 1 if all DSPs are eligible)
    b) _____ This organization does not offer these benefits to anyone (write N/A)
    c) _____ This organization does not offer these benefits to DSPs (write N/A)

19. How many hours per week must a DSP work to be eligible for benefits such as health and/or dental insurance?
    a) _____ Hours per week DSPs must work to be eligible (write 1 if all DSPs are eligible)
    b) _____ This organization does not offer these benefits to anyone (write N/A)
    c) _____ This organization does not offer these benefits to DSPs (write N/A)

C. *Recruitment and Retention Issues*

20. As an employer, which of the following are of greatest concern for this organization? (Check up to three choices)

    - ❑ Finding qualified DSPs to hire
    - ❑ New hires quitting during the first 6 months
    - ❑ Coworkers not getting along
    - ❑ DSPs who are dissatisfied with supervisors
    - ❑ Morale problems
    - ❑ Training does not produce desired results
    - ❑ Supervisors who are not well trained
    - ❑ Staffing patterns/scheduling issues
    - ❑ Working conditions
    - ❑ DSP wages/ benefits
    - ❑ Out-of-date or incomplete job descriptions
    - ❑ Resistance to providing community supports and services
    - ❑ DSP turnover
    - ❑ Frontline Supervisors turnover

21. What percentage of this organization's *annual budget* is allocated to training, employee assistance, and staff development? _____

22. What proportion of this organization's newly hired employees come from the following sources? (Write a percentage for each, to total 100%)

    a) _____ Organization does not track this information (write 100%)
    b) _____ Newspaper / circular ads
    c) _____ Referrals from current employees
    d) _____ The organization's website
    e) _____ Employment or temp agency, school placement offices
    f) _____ Other (specify): _____

23. What amount did this organization spend in the last 30 days on advertising for the purpose of recruiting employees? $_____

24. How many hours of overtime did the organization pay in the last 30 days?
$_____

25. What percentage of the organization's total budget for the last 30 days was spent on overtime pay? _____%

26. As a result of workforce shortages, have this organization been forced to cut back potential services to people with developmental disabilities who have been authorized to receive new services?

   ❑ Yes
   ❑ No

27. Please describe any interventions used in the last two years to improve the organization's recruitment, retention or training outcomes (attach an additional sheet if needed).

28. Describe any changes at this organization over the last 12 months that may have influenced recruitment, retention or training outcomes (attach an additional sheet if needed):

Research and Training Center on Community Living at U of MN